



**PUG** 2019

BRUGERKONFERENCE

DEN 2.-3. APRIL 2019

PÅ COMWELL CONFERENCE  
CENTER COPENHAGEN/  
AC BELLA SKY HOTEL

IMPROVE YOUR VIEW AND GAIN CONTROL

## Foreløbigt program

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### TIRSDAG DEN 2. APRIL (9:30-)

- 09:30 Velkomst v/PUG
- 09:45 "Webster (SSP) – en reise som resulterte i et skikkelig ansiktsløft"  
/May Liss Urang, Statsbygg
- 10:30 Kaffepause
- 10:40 "Custom-made Change modul baseret på POB standardkomponenter" /Stefan Krüger og Peter Karsholt, Coloplast
- 11:25 Rundbordssamtaler (Statsbygg, Coloplast)
- 12:10 Frokost/Lunsj
- 13:10 "Using POB SSP to Improve User Support Process and User Experience"  
/Goda Skare og Nerijus Grigaliunas, Norian
- 13:55 Rundbordssamtaler (Statsbygg, Norian)
- 14:40 Kaffepause
- 15:00 Rundbordssamtaler (Coloplast, Norian)
- 15:45 "CMDB, API's & License Compliance"  
/Roberth Edberg, ATG
- 16:15 POB spørgetime
- 17:00 Cocktails i SkyBaren eller tid på egen hånd  
Tid på egen hånd
- 19:30 Middag

### ONSDAG DEN 3. APRIL (9:30-15:00)

- 09:30 Opsamling på dag 1
- 09:45 PUG Generalforsamling  
PUG Aktiviteter
- 10:30 Kaffepause
- 10:50 Nyheder fra Wendia /Kerstin Daun, Wendia AG  
POB Development /Kevin Goertzen, Wendia North America
- 12:10 Frokost/Lunsj
- 13:10 Cool POB Features – Examples from North America / Kevin Goertzen, Wendia North America
- 13:35 Kaffepause
- 13:45 ITIL4 /Atle Nilssen, Wendia Norge  
Tips og tricks – eksempler fra Europa /Atle Nilssen, Wendia Norge
- 14:45 Afrunding og afslutning

# Nærmere om indlæg og rundbordssamtaler

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## INDLÆG I PLENUM

*“Webster (SSP) – a Journey Resulting in a Facelift” /May Liss Urang, Statsbygg (norsk)  
May Liss will talk about implementing their Self Service Portal; The journey from 2011 until today where Webster is now launched on mobile and tablet, and the challenges it caused.*

*“Custom-made Change module based on POB standard components” /Stefan Krüger og Peter Karsholt, Coloplast (dansk)  
Coloplast has build a Change module, based on IT’s requirements for agility, documentation and process management. The module is build on standard POB functionality and special-designed tables. Combined they give a new and simpler way to manage the Change processen, which contains activities that must be handled separately. In short, they have replaced activities with phases that are managed from one screen. The design is easy to configure and easy to use.*

*“Using POB SSP to Improve User Support Process and User Experience” /Goda Skare og Nerijus Grigaliunas, Norian Litauen (English)  
Goda and Nerijus will show the structure of their Self Service Portal including the processes it covers. With reference to the challenges they faced before implementing the SSP, they will talk about the user experience and feedback they have had on the new portal, and show examples of their improved support processes. They will also talk about lessons learned.*

*“CMDB, API’s & License Compliance” /Roberth Edberg, ATG (English)  
New game license requirements in Sweden as of 1st of January 2019 resulted in new process challenges. To be compliant with the new requirements, we use POB’s CMDB and have extended the change module with automatic checksum verification through API integrations using a modular service-based design. A design to be reusable for establishing control over other operational services like e.g. monitoring.*

## RUNDBORDSSAMTALER

*Kører kl. 11:25 og 13:55*

*“Webster - the Technique and Challenges behind the End Result” /May Liss Urang (norsk)  
May Liss will go into more detail and encourage questions and further dialogue on the topic.*

*Kører kl. 11:25 og 15:00*

*“Custom-made Change module based on POB standard components” /Stefan Krüger og Peter Karsholt, Coloplast (dansk)  
Peter and Stefan will go into more detail with the technical set-up and the flexibility the new Change module offers.*

*Kører kl. 13:55 og 15:00*

*“Using POB SSP to Improve User Support Process and User Experience” /Goda Skare og Nerijus Gregaliunas (English)  
Goda and Nerijus will go into more detail with topics like Setting up task lists according to the case category, Setting up Form Triggers, and Setting up portal structure.*